

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

ORGANIZATION EFFECTIVENESS SUPERVISOR – 1615

DEFINITION:

Under administrative direction, to supervise a professional staff engaged in organization effectiveness studies and development of training programs; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Plans, assigns, and supervises the work of a professional staff engaged in organization effectiveness and training;
- Directs and participates in the more complex and/or sensitive programs in organization effectiveness, productivity, supervision and management, and/or human and labor relations;
- Selects, directs, and monitors the programs of outside consultants engaged in special organization effectiveness projects;
- Diagnosis organizational problems and designs effective intervention strategies and manages programs for performance measurement;
- Manages strategic business planning processes;
- Plans and conducts optimization efforts;
- Develops and monitors operational budgets;
- Confers with the Mayor's Office and department and division heads to develop strategies and solutions to complex personnel and management problems;
- Develops and deploys surveys and performs statistical analyses;
- Represents management in meetings with client groups;
- Makes presentations before groups;
- Selects, trains, and evaluates the performance of subordinates.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

A Bachelor's Degree or equivalent education (i.e., minimum completed units = 120 semester/180 quarter); **AND** four years of full-time professional-level experience as an internal or external consultant in developing and administering planned organization development programs designed to improve the efficiency and operational effectiveness of an organization through planned interventions in the organization's processes and operations. Qualifying experience must include experience in five or more of the following methods: survey design, administration, analysis, and feedback; program evaluation and

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

report writing that summarizes the evaluation; workshop, teambuilding, or small group facilitation; leadership, management, and employee development via training, team building, and/or coaching; mediation and conflict management; education/training programs; performance measurement and management; strategic/business planning; customer satisfaction programs; efficiency and/or optimization studies; climate and/or culture improvement interventions; or succession planning.